

Position Title:	Child Life Volunteer
Location:	11E (Post Surgery), 11G (Hem/Onc.), 12E (Gen'l Ped.), 12F (Ped. Intensive Care)
Reports To:	OVP Staff, Child Life Specialist
Schedule:	Sunday through Saturday Hours vary. Usually need one volunteer per unit per work period.
Physical Demands:	See Attached
Uniform:	Badge, choice of official OVP issued uniforms
Purpose:	Sunday through Saturday Hours vary. Usually need one volunteer per unit per work period.
Qualifications:	<ul style="list-style-type: none"> · Understanding of and ability to maintain patient confidentiality · Committed to the Mission of Upstate University Hospital · Sensitivity and respect for the diversity of the people we serve · Abide by all infection control standards · Conduct oneself in a mature and responsible manner · Positive and approachable attitude · Good communications skills · Able to communicate clearly in English; bilingual skills are helpful · Understanding and ability to use good customer service skills · Understand scope and limitations of the volunteer role assigned · Adhere to the Volunteer Code of Conduct · Adhere to the Volunteer Dress Code expectations · Desire to support the Patient Experience and support enhancing patient satisfaction within the scope of your role · Honor the commitment you have made to your role · Will come to OVP with questions about any roles the volunteer can/cannot fill
Role Specific Qualifications:	<ul style="list-style-type: none"> · Individuals must be 18 years of age or older · Previous experience working with children
Training:	<ul style="list-style-type: none"> · Completion of New Volunteer Orientation through OVP · Maintaining compliance with annual and any additional, mandatory trainings · Completion of Department specific orientation by Child Life · PPE training by Child Life, documentation stored in OVP
Duties:	<ul style="list-style-type: none"> · The volunteer assists the Child Life staff with the therapeutic and diversional needs of patients on 11th & 12th floors as follows: · Kindly greet patients and family members as they come to the playroom · Introduce self to playroom visitors · Provide and supervise age-appropriate play and activities to/for patients in the playroom. · Supervise, instruct, encourage and interact with patients as they participate in activities · Monitor playroom environment and all visitors at all times, positively redirecting children as necessary (i.e., children who are standing on furniture) · Monitor safety of children during activities or special programs

- Redirect visitors to patient room if not playing with the patient
- Monitor children entering playroom to ensure patient/sibling is not in/on isolation
- Redirect any child entering the playroom from an isolation room to return to their room
- Provide bedside support for children, as directed by Child Life Specialist
- Take activities to room-bound patients
- Call nurse or nursing station on remote or phone when patient's IV pole is beeping, etc
- Will assist, with prior approval, in taking pediatric patients with lines, such as an IV, to and from the playroom, special planned events, and other areas on the pediatric units under the direction/supervision of a child life specialist, nurse, or other health care staff
- Relay observations of children and family behaviors to the Child Life Specialist
- Alert Child Life Specialist of any specific concerns
- Assist with toy and general cleaning of the playroom throughout the day and at the end of their assigned volunteer time slot,
- Assist in the organization of games, books, and replenishing of containers and supplies
- Check volunteer list for additional things to do and/or record needed supplies
- Participate in meetings with staff and other volunteers as requested.
- Assist with special projects as needed

Restrictions:

- Must not assume any nursing duties, such as giving patients food or drinks unless directed by a staff person
- Must not assume any direct Child Life duties, such as accompanying a child to the treatment room
- Must not give personal phone numbers, address or email or ask for patient's phone number, address or email information
- Must not contact/connect with families or patients on social media
- Must not give any personal gifts to patients or their families
- Must not assist patient to or in the bathroom, may change diapers under direction of staff
- Must not feed patients other than bottle feeding as directed by staff
- Must not assist with transferring or picking up child
- Must not leave the unit with a patient without the consent of staff

I agree that I have read and understand the scope of my role that I have been assigned. I agree to follow the description set out above. If I need further qualification, I will return to the OVP staff with questions.

Volunteer Signature

Date

OVP Staff Signature

Date